# Foreign Exchange Services Contact Guide

## Foreign Exchange Operations

### FX Client Services

**Hours of Operation:** 8:00 a.m. – 5:00 p.m. CST

**Team Hotline:** (866) 809-6462 – Option 2

**FX Client Services Mailbox:** FXClientServices@usbank.com

**Team Functions:**

- General FX Inquires
- U.S Bank Standard Settlement Instructions
- Swift Copy Requests
- FCTD/FCA Statements

### FX Confirmations

**Hours of Operation:** 6:30 a.m. – 6:00 p.m. CST

**FX Confirmations Mailbox:** FXConfirmations@usbank.com

**Team Hotline:** (866) 809-6462 – Option 1

**Team Functions:**

- Confirmation matching
- Phone confirmations
- NDF confirmations

### FX Settlements

**Hours of Operation:** 6:30 a.m. – 6:00 p.m. CST

**FX Settlements Mailbox:** FXSettlementInstructions@usbank.com

**Team Hotline:** (866) 809-6462 – Option 1

**Team Functions:**

- Review, amend, and input settlement instructions for existing trades
- Netting requests
- Abrogation's
- Ad-hoc settlement requests
- General questions about existing pre-settlement trades

## FX Reconciliation Exceptions

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

FX Reconciliation Exceptions Mailbox: FXReconExceptions@usbank.com

Team Functions:

- Reconcile and research open items from daily exception reports
- Send SWIFT messages for Investigations
- Clear aged items with SLA within 90 days

## FX Investigations

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

FX Investigations Mailbox: FXInvestigations@usbank.com

Team Hotline: (866) 809-6462 – Option 2

Team Functions:

- Post-settlement inquiries
- Non-receipt of funds
- Amendments
- Recalls
- Tracking outgoing payments

## FX Middle Office

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

FX Middle Office Mailbox: FXMiddleOffice@usbank.com

Team Functions:

- Audit requests & reconciling
- Options queries
- Client limits
- MTM requests
- Support daily SWIFT messaging activities for FX, Remittance, GDS, Trust, and Wires

## FX Sunset/Overnight

Hours of Operation: 4:00 p.m. - 7:00 a.m. CST

Team Hotline: 800-608-6012

FX Sunset/Overnight Mailbox: FXOpsOvernight@usbank.com

Team Functions:

- CLS Settlement
- APAC Custody trade processing and reconciliation
- FX Middle Office support
- FX Settlements support
- FX Investigations support
- Cross-functional overnight operational coverage

# International Banking

## International Remittance

Hours of Operation: 7:30 a.m. – 4:00 p.m. CST

International Remittance Mailbox: IntlRemittance@usbank.com

Team Hotline: (612) 303-7400

Team Functions:

- Foreign check deposits, Return items
- Clean Collections

## International Wire Investigations

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

Team Hotline: 888-799-4737 - OPT 5 - For Cases: OPT 3

International Wire Investigations Mailbox: IntlWireInvestigations@usbank.com

Team Functions:

- Post-settlement inquiries
- Non-receipt of funds
- Amendments
- Recalls
- Tracking outgoing payments
- Account reconciliation

## FX and GTSS Onboarding

Hours of Operation: 8:00 a.m. – 5:00 p.m. CST

FX and GTSS Onboarding Mailbox: TradeCustomerServices@usbank.com

Team Hotline: (833) 608-6571

## Static Data

Hours of Operation: 7:00 a.m. – 5:30 p.m. CST

Mailbox: InternationalAccountSetup@usbank.com

Team Hotlines: (866) 809-6462 – Option 3

Static Data Team Functions:

- Client data maintenance
- Client onboarding
- DDA, FCA, FCLA, FCTD Setup
- Instruction setup
- Confirmation monitoring

## U.S. Bank Markets Portal Support

Hours of Operation: 9:00 AM ET – 5:00 PM EST

Team Hotline: 1.800.608.6571

E-mail: IBoss@usbank.com

Team Functions:

- End to End Portal Support
- Personalized Training or Demonstration Requests
- Administration Updates and Onboarding